

<b>Title:</b>  <b>DIVISION SERVICING</b>	<b>Number:</b>  <b>D65-19-01</b>	<b>Revision No.:</b>  <b>OD</b>	<b>Effective Date:</b>  <b>31 JAN 97</b>
	<b>Prepared By:</b> <b>Thomas J. Underwood</b>	<b>Approved By:</b> <b>Thomas S. Dodson</b>	<b>Page:</b> <b>1 OF 2</b>

31 January 1997

STANDARD OPERATING PROCEDURE D65-19-01

From: D65

To: D65 Division

Subj: DIVISION SERVICING

Ref: (a) SOP D65-09-01, Division Process Control  
(b) SOP D65-10-01, Division Receiving Inspection  
(c) SOP D65-10-02, Division In-process Inspections  
(d) SOP D65-10-03, Division Final Inspection

1. Purpose. To establish a system and provide instructions for product servicing and repair and collecting field experience and reliability data.

2. Scope and Application. This procedure applies to all field and in-house product servicing operations performed on standard and custom products for sponsors/customers. NOTE - This procedure also applies to products provided to "internal" customers (i.e., Division employees).

3. Policy. All standard and custom products, both in-house and field, that are serviced by the Division will meet sponsor/customer requirements prior to being shipped/returned.

4. Procedure. This procedure identifies the methods employed by the Division to ensure that processing and servicing of Division standard and custom products meet specified requirements. In most cases, methods identified are covered in detail by separate procedure. The Division Quality System, as documented in the Quality Manual and Operational Procedures, applies to the servicing operations. Close adherence to procedures concerning the tasking review, design and document control, process control, material handling/packaging/storage, maintenance and calibration of inspection and test equipment, and major inspection activities are particularly relevant and critical to products servicing meeting specified requirements.

a. Tasking Review - Standard Operating Procedure D65-03-01, Division Tasking Reviews for Standard and Custom Products, controls the tasking review, evaluation, and acceptance process.

b. Design and Document Control - Standard Operating Procedure D65-04-01, Division Design Control, controls design and development activities of the Engineering, Production Control, Production, and Quality Assurance functions, addresses this process. Standard Operating Procedure D65-05-02, Division Document Control, directly controls establishment, review, authorization, issue, distribution, and revisions of the Division quality system documents.

Controlled Document

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c. Process Control - Standard Operating Procedure D65-09-01, Division Process Control, controls all Division processes to include work instructions for repair/overhaul, inspection and associated documents, qualification and verification of products to specified requirements, and maintenance and verification/calibration of Division test and measurement equipment.

d. Product Handling, Packaging, Preservation, Delivery and Storage - Standard Operating Procedures D65-15-01, Division Product Handling and Preservation, D65-15-02, Division Storage Areas, and D65-15-03, Division Product Packaging and Delivery, controls all specified processes related to movement of Division products from receipt through delivery/return to the sponsor/customer.

e. Maintenance and Calibration of Inspection and Test Equipment - Standard Operating Procedure D65-11-01, Division Inspection, Measuring and Test Equipment, controls calibration, identification, and maintenance of inspection, measuring, and test equipment.

f. Receiving, In-Process, and Final Inspections - Standard Operating Procedure D65-10-01, Division Receiving Inspections, Standard Operating Procedure D65-10-02, Division In-Process Inspections, and Standard Operating Procedure D65-10-03, Division Final Inspections, control the inspection and verification of serviced products from receipt through shipment.

g. Product Identification and Traceability - Standard Operating Procedure D65-08-01, Division Product Identification and Traceability, controls identification and traceability of all serviced products from receipt through shipment.

h. Quality Records - Standard Operating Procedure D65-16-01, Division Quality Records, controls the maintenance and storage of Division Quality Records (i.e., inspections, verifications, etc.).

i. Field Experience and Reliability Data/Corrective and Preventive Action - An important function of the servicing area of each Branch is to collect field experience and reliability data. Standard Operating Procedure D65-14-01, Division Corrective and Preventive Action, controls identification, analysis, evaluation, "root cause" corrective action, and development and implementation of preventive actions.

THOMAS S. DODSON